

IN THE CLAIMS:

This listing of claims will replace all prior versions, and listing, of claims in the application:

Listing of Claims:

1. (Currently Amended): A method utilizing a help software program having a plurality of user databases and a knowledge database, the help program working in conjunction with a computer related application for interacting with a user in a natural language format when the user requires assistance in relation to the computer related application, said method comprising the steps of[[;]]:

identifying the user,

obtaining an identification code of the identified user,

searching the user databases to link the identification code with one of the user databases,

accessing specific user data from the linked user database that has been generated as a result of at least one previous interaction between the identified user and the help software program and that is specifically related to the identified user ~~from the linked user database~~,

receiving a user's natural language input,

interpreting the natural language input,

formulating a response by integrating the natural language input from the user with specific user data from the linked user database and data from the knowledge database,

submitting the response to the user, and

updating the linked user database with the natural language input and response thereto, whereby future responses to the identified user may refer to the updated linked user database for the identified user.

2. (Original): A method as set forth in claim 1 wherein the submitting of the response is further defined as submitting a natural language response to interact with the user in a completely natural language conversation.

3. (Original): A method as set forth in claim 2 further including the step of utilizing a natural language simulator to parse the natural language input before the step of interpreting the natural language input.

4. (Original): A method as set forth in claim 3 further including the step of recording and storing the natural language conversation between the user and the help program in the linked user database.

5. (Original): A method as set forth in claim 1 wherein the formatting of the response is further defined as uniquely molding the response to the identified user based upon the specific user data from the linked user database.

6. (Original): A method as set forth in claim 5 wherein the uniquely molded response is further defined as guiding the identified user to a predetermined result based upon the particular computer application.

7. (Original): A method as set forth in claim 6 wherein the guiding of the identified user is further defined as assessing the current input by the user against the predetermined result to further mold future responses to the user in order to direct the user toward the desired result.

8. (Original): A method as set forth in claim 7 further including the step of determining the type of computer related application chosen by the identified user in order to further mold the responses to the user.

9. (Original): A method as set forth in claim 8 further including the step of accessing specific information about the chosen computer related application and incorporating this information into the response to the user.

10. (Original): A method as set forth in claim 9 wherein the accessing of the specific user data for the identified user is further defined as accessing previous inputs and responses for the identified user.

11. (Original): A method as set forth in claim 9 wherein the accessing of the specific user data for the identified user is further defined as accessing commercial transaction history for the identified user.

12. (Original): A method as set forth in claim 9 further including the step of accessing a product database, compiling information from the product database, and determining if any of the compiled information should be forwarded to the identified user with the response.

13. (Original): A method as set forth in claim 1 wherein the help program further includes a trainer and the method further comprises the step of interacting the trainer with the help program to continually update and maintain the knowledge database.

14. (Original): A method as set forth in claim 13 wherein the step of interacting the trainer with the help program is further defined as initiating the trainer to populate, update and monitor the knowledge database.

15. (Original): A method as set forth in claim 1 further including the step of determining the need for human intervention and accessing human intervention in a natural language format such that interaction with the help program and a human representative appears seamless to the user.

16. (Original): A method as set forth in claim 1 further including the step of formulating a pricing plan for the help program based upon the amount of time the user is engaged in conversation with the help program.